

ANNUAL REPORT 2020

G.V. (Sonny) Montgomery
VA Medical Center

*to care for him who shall have borne the battle
and his widow, and orphan—Abraham Lincoln*



Message from the Medical Center Director

Dr. David M. Walker



This year has been filled with challenges and changed the way we do business in ways we never could have imagined. I am proud of our staff for their dedication in caring for our Veterans under some of the most unprecedented circumstances we have faced as a health care organization. They adapted, collaborated and came up with innovative ways to ensure the safety of each other and those we serve. As a high reliability organization safe care is our mission, and this year was no exception.

In addition to handling the challenges locally, many of our staff volunteered to support VA's Fourth Mission by assisting in hurricane disaster areas, as well as areas overburdened with the coronavirus.

I have been fortunate throughout my career, both in the military and at VA, to have worked with people who put service before self. I see excellence every day in our strong, talented team working diligently to provide the care our Veterans need and deserve. Thank you for trusting us your with your health care.

Executive Leadership Team



Kai D. Mentzer
Associate Director
U.S. Army and OEF Veteran



Susan A. Roberts D.O.,
MPH, MBA, FACP, FACHE
Chief of Staff



Eva Santoyo
MHA, BSN, NEA-BC
Associate Director, Patient Care Services

Resources

Care in the Community	\$89,727,841
State Veterans Homes	\$26,127,917
Non-Recurring Maintenance	\$14,339,773
Medical Facilities	\$31,252,854
Capital Equipment	\$1,232,996
First and Third Party Collections	\$15,174,635
Medical Service	\$300,240,069
Medical Support and Compliance	\$31,317,603
Total Budget	\$463,302,955

We are continuously working to improve and modernize our business practices and infrastructure, while being good stewards of our nation's resources.

Total Number of Employees—1914

Full-time Employees—1826

Part-time Employees—54

Intermittent—34

Number of Employees who are Veterans— 418

New Partnerships in 2020



Through a VA partnership with MC Law and the Mississippi Veterans Affairs Board, the G.V. (Sonny) Montgomery VA Medical Center began offering a free legal assistance clinic for Veterans the first Friday of each month.

The clinic operates on a walk-in basis and will serve as a legal resource for Veterans.



The G.V. (Sonny) Montgomery VA Medical Center and the YMCA signed a Memorandum of Understanding (MOU) allowing VA Medical Center staff to use their facility to provide Veterans with exercise therapy, aquatic therapy, physical therapy, occupational therapy, recreation therapy treatment, Tai Chi, Yoga and training for participation in the National Veterans Rehabilitation and Special Events.

"I look forward to learning exercises I can do at home that will help manage my pain."

Matrivee Taylor
U.S. Army Veteran

Veterans who can benefit from these services are referred to Physical Medicine and Rehab for consultation with Recreation Therapy.

44 Veterans have completed therapy through MOU

"Attending these appointments at the YMCA does not feel like a medical appointment."

Norbert Gair, U.S. Army Veteran



Volunteer Impact



99 Volunteers
served 6,228
hours

2,462 families
served through
our Food Pantry



Gifts and Donations totaled
\$673,001.46

Information Receptionists (Ambassadors)

Our Patient Experience Office hired 25 full-time *temporary* Information Receptionist (Ambassadors) to serve within the Jackson VA Medical Center.



The Ambassador serves as the first point of contact and assistance with screening visitors prior to entry into the facility.



Construction

Date & Time: Fri Jun 26 08:17:54 CDT 2020
Position: 032°19'44.9"N / 090°10'6.6"W
Altitude: 349ft
Datum: WGS-84
Azimuth/Heading: 657° N57E 1013mils (True)
Zoom: 6X



Construction of a 300,000 gallon water storage tank located in parking lot C

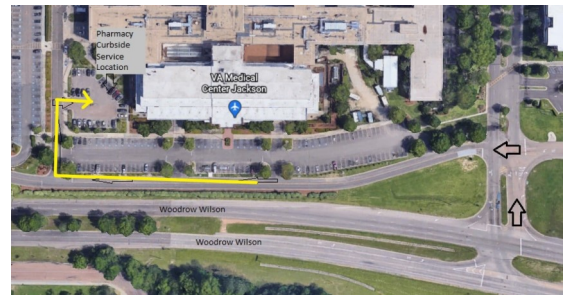
Renovation of the
Community Living Center
Ground Floor



Private rooms

How we are doing business now

Virtual Meetings and religious services



Pharmacy Curbside Pickup



Drive thru Homeless Standdown

CLC Visits through windows



To assist with improved screening efforts, VA created a digital pre-entry screening tool which now allows Veterans, caregivers, and employees to answer questions on their mobile phones and share their results at facility or outpatient clinic entrances. Staff members can quickly triage people to either enter the building or go to a designated area for more screening.

A screenshot of the VA COVID-19 screening tool interface. The left panel shows the 'COVID-19 screening tool' header, a search bar, and a question: 'Are you a VA employee or contractor?' with 'Yes' and 'No' buttons. The right panel shows a confirmation screen with a large checkmark, the text 'OK to proceed', and a validity date of 'Friday, June 12, 12:29 p.m.'.

VETText

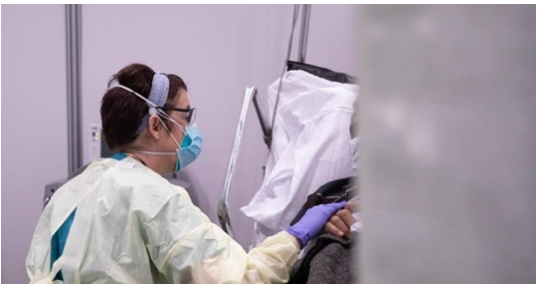
VA's Fourth Mission



G. V. (Sonny) Montgomery VA Medical Center received 26 patients from the Alexandria VA Medical Center early this morning. Of the 26 patients transferred to Jackson, one arrived via medivac and 19 were transported by VA staff. Six additional patients arrived later that afternoon.

Our staff assigned to this mission left Jackson at 4:30 p.m. and returned safely with the patients around 4:30 the following morning. We are so proud of our staff and the staff from the other VA Medical Cen-

ters who volunteered to assist. This was truly a team effort with long hours and hard work.



Lt. Cmdr. Pamela Massey, was activated by the U.S. Navy in support of the DoD COVID-19 response, and served in New York. Pamela is a VA nurse practitioner in our Surgical Service.



Wendell Henderson has been serving on the front lines providing transportation and transporting supplies.

Completed Missions:

- State Veterans Homes (SVH) Training Support: PPE training and infection control measures for COVID patients and staff for all five Mississippi SVHs
- Provided 1 Physician, 1 NP, 1 RN, 1 LPN, and 1 PAO to assist the Mississippi Band of Choctaw Indians (MBCI) to support the Choctaw Health Center, various mobile testing sites (*swabbing only) at tribal locations across Mississippi (10 rural counties), and case management of COVID patients. Additionally, providing one public affairs officer to support public awareness communication assistance to target the MBCI veterans and community vulnerable populations
- Provided SVH Staff Support: registered nurses, 2 licensed practical nurses and 2 certified nursing assistants (or similar) at two Mississippi SVHs
- Provided SVH Training Support: PPE training and infection control measures for COVID patients and staff for three Mississippi SVHs.

Share Your Health,
**Roll Up
Your
Sleeve**

Join VA to help fight the
COVID-19 blood shortage.

All donors will be screened for symptoms of the
COVID-19 virus prior to donating.

VA  U.S. Department
of Veterans Affairs #RollUpYourSleeveVA



390
units donated

VA's Fourth Mission

The Jackson VA Medical Center was prepared for a surge in COVID-19 Patients.

We developed plans and took action to ensure our facility could continue meeting the health care needs of our Veterans, while ensuring the safety of everyone.

In addition to converting the former SICU to a COVID-19 Unit, Facilities Management Service constructed a Western Shield field unit complete with air conditioning and ventilation for negative air pressure to care for 20 COVID-19 patients.





VA



U.S. Department of Veterans Affairs

Veterans Health Administration
G.V. (Sonny) Montgomery VA Medical Center

COMMUNITY BASED VA OUTPATIENT CLINICS (CBOCs)

Columbus CBOC

824 Alabama Street
Columbus, MS 39702
(662) 244-0391

Kosciusko CBOC

405 West Adams
Kosciusko, MS 39090
(662) 289-2880

Meridian CBOC

2103 13th Street
Meridian, MS 39301
(601) 482-3275

Greenville CBOC

1502 S. Colorado Street
Greenville, MS 38703
(662) 332-9872

McComb CBOC

1308 Harrison Avenue
McComb, MS 39648
(601) 250-0965

Natchez CBOC

105 Northgate Drive,
Suite 2
Natchez, MS 39120
(601) 442-7141

Hattiesburg CBOC

5003 Hardy Street, Tower B,
Suite 402
Hattiesburg, MS 39402
(601) 296-3530

G.V. (Sonny) Montgomery VA Medical Center

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Public Affairs Office

Jackson, MS 39216

601-368-4477



Choose  VA